

RIC 2004

Safety Conscious Work Environment, Session T5

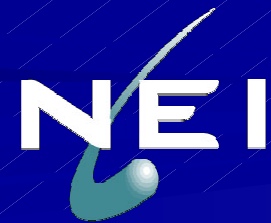
Good Practices
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March 11, 2004

CONCERNS

...issuing a “best practices” document generated by the agency would, in effect, create a pseudo-regulatory standard that would create false expectations of licensees, NRC inspectors and the public...

ONE RESOLUTION

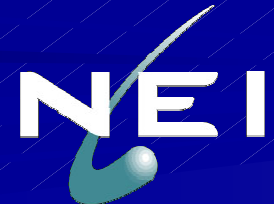
...there is a very reasonable approach that should meet the needs and concerns of the NRC and stakeholders....



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“Tool Kit” CORE CHARACTERISTICS

- **Separate** from other Programs/Processes
- **Independent** from line management
- Administered by **sufficiently expert** personnel
- Appropriate levels of **confidentiality**
- Have a **defined** scope
- Responsible for facilitating **feedback**
- Be **visible and accountable**

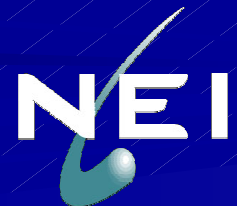


“Tool Kit” TOOLS

- Good practices
- Lessons learned
- Checklists
- Examples
- Training
- Position descriptions

Management Component

- Open communications
- Credibility
- Sufficient training
- Development of listening skills
- Development of trust
- Recognition of employees
- Feedback



NEI-97-05 Rev 2

This revision will be available on the web site, www.nei.org, for all interested parties in the current draft form.